

# Annex D: Standard Reporting Template

**Birmingham, Solihull and the Black Country Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template**

**Practice Name:** West Heath Surgery

**Practice Code:** M85007

**Signed on behalf of practice:**



**Date:** 27.03.2015

**Signed on behalf of PPG:**



**Date:** 27.03.2015

**1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)**

**Does the Practice have a PPG?** Yes

**Method of engagement with PPG:** Face to face, Email, Other (please specify)

The PRG has opted to take a virtual form using electronic communication to discuss views and ideas in order to maintain communication when meeting is not possible and to allow meetings to take place adhoc when required for important topics requiring face to face discussion. The practice keeps all communication sent by the PRG. The practice will meet at least annually to discuss activity from the previous year and set priorities for the following year.

**Number of members of PPG: 7**

**Detail the gender mix of practice population and PPG:**

%	Male	Female
Practice	51%	49%
PRG	28.6%	71.4%

**Detail of age mix of practice population and PPG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	11%	16%	13%	14%	11%	8%	6%
PRG	0%	14.3%	28.6%	0%	14.3%	14.3%	0%	14.3%

**Detail the ethnic background of your practice population and PRG:**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	72%	0.04%	0%	0.2%	0.8%	0.3%	0.3%	0.2%
PRG	42.9%	0%	0%	0%	0%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.6%	0.4%	0.04%	0.7%	1.3%	2%	0.3%	0.5%	0%	19.32 % (not stated)
PRG	0%	0%	0%	0%	0%	0%	0%	0%	0%	57.1% (not stated)

**Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

From the statistics above, it can be seen that the panel is fairly representative of the practice's patient population. The practice feels that the PRG is representative of the ages of our population where most age bands are in the tolerance level of 1 person. The ethnicity difference is also within the tolerance of one patient member in each category. The groups however could be more representative by adding a male member between 35 and 44 years old and between 65 and 74. The practice will carry out targeted marketing for this category.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?**

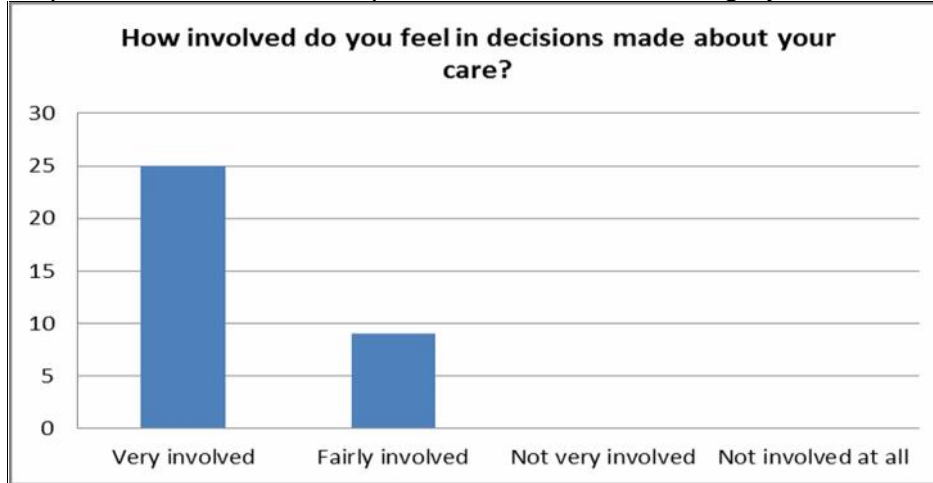
No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

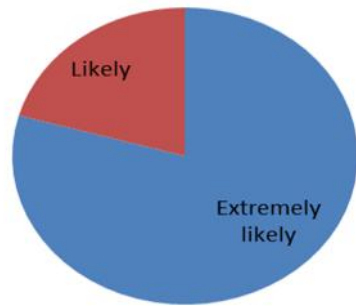
## 2. Review of patient feedback

### Outline the sources of feedback that were reviewed during the year:

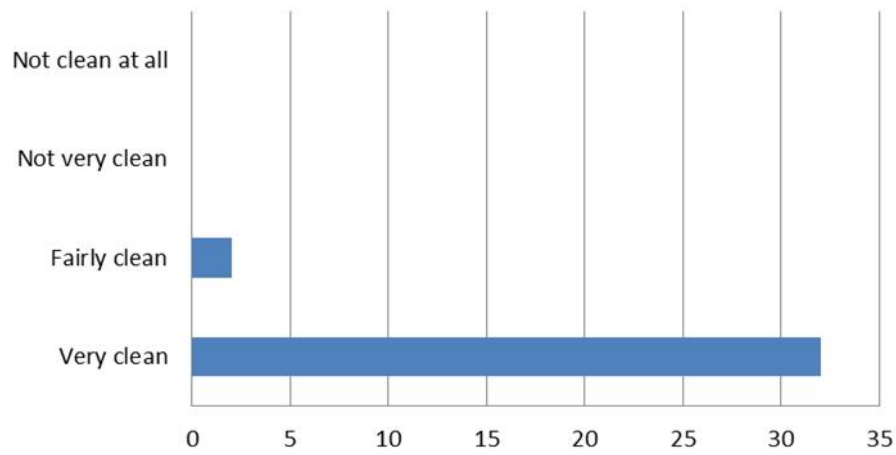
As part of the CVD Local Improvement Scheme the surgery handed out patient surveys. The results can be seen below.



**How likely are you to recommend this GP Practice to Friends and Family?**

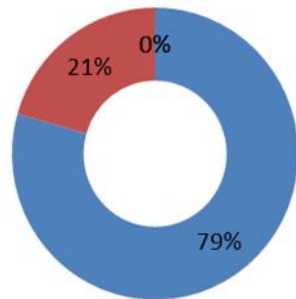


**How clean is your surgery?**

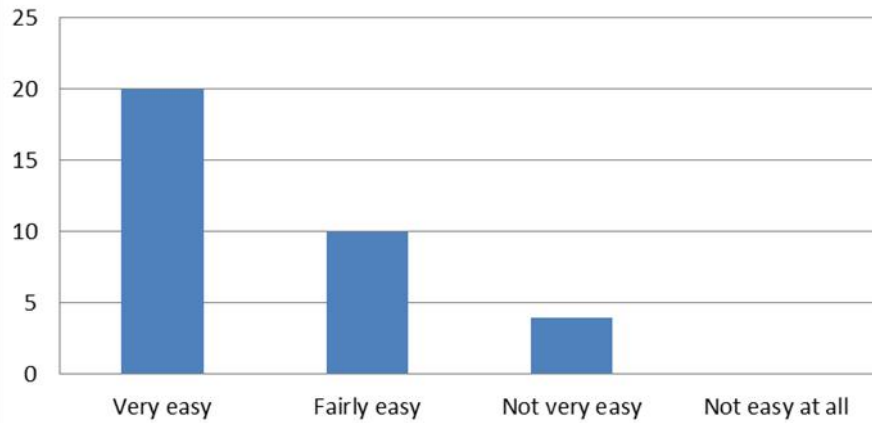


### How helpful do you find the receptionists at your GP surgery?

Very helpful   Fairly helpful   Not very helpful   Not at all helpful



### How easy do you find it to get an appointment for the review of your condition?



The patient panel also reviewed the results from the national GP patient survey. Please follow the link below.

<https://gp-patient.co.uk/practices/M85007>

**How frequently were these reviewed with the PRG?**

These results were reviewed annually with the PRG.

### 3. Action plan priority areas and implementation

#### Priority area 1

**Description of priority area:**

Further roll out of online prescription and access to online appointments

**What actions were taken to address the priority?**

The practice actively advertised the online prescription service by targeting patients that came into surgery to order repeat prescriptions and offering the service to patients who wanted to order prescriptions over the telephone. The practice also displayed information regarding the service on posters in the waiting room and the website. Forms that patients need to complete to sign up to the service were also displayed on the reception desk.

**Result of actions and impact on patients and carers (including how publicised):**

The number of patients using the service increased. A total number of 742 patients have now registered to use online prescription and online appointment services. Therefore 16% of the practice population now have access to online services. The practice continues to advertise online services within the surgery and on the website.



## Priority area 2

### **Description of priority area:**

Increase the number of conditions that can be seen by the community ultrasound service that takes place in the surgery to further reduce the need for patients to visit hospital.

### **What actions were taken to address the priority?**

Work with the service provider and commissioner to provide ultrasound scanning for more conditions to be added to the service menu.

### **Result of actions and impact on patients and carers (including how publicised):**

The ultrasound service has now increased the number of ultrasounds types provided. These are published at the point of referral by the clinician to the patient.

### Priority area 3

**Description of priority area:**

Advertise new services to patients

**What actions were taken to address the priority?**

All new services that started operating from the practice were advertised on the practice website, external signage, practice leaflets and posters in the waiting room. All clinical staff are informed regarding all new services at the weekly practice meetings and therefore are aware of the services when consulting with patients. Patient leaflets with information regarding the services were actively handed out to new patients to the practice. The practice website is advertised in the patient leaflets. A poster was displayed in the waiting room area to advertise the practice website.

**Result of actions and impact on patients and carers (including how publicised):**

All new patients were made aware of the services offered as they were handed a practice leaflet as part of the new registration pack. All new services added have been well received by patients and clinics are generally running on full numbers of appointments therefore demonstrating that patients are aware of services and accessing them where they feel they are more convenient than other sources such as the local hospitals.

## Priority area 4

### **Description of priority area:**

Install a self check-in machine for those who do not want to queue at reception to announce their arrival.

### **What actions were taken to address the priority?**

The practice has investigated the technical options for installation of a machine that will work with the practices clinical records system. A number of installation requirements have also been appraised. The practice is awaiting resources to procure the machine. At the time of writing the practice believes that the machine could be installed by June 2015.

### **Result of actions and impact on patients and carers (including how publicised):**

The self check-in machine should reduce queuing time for patients who are only attending for an appointment. Once the machine is installed staff members will be available to instruct patients in the use of the machine. The installation of the machine will not take away the patients preference to deal with a receptionist once installed. The machine will be clearly publicised when activated.

## Priority area 5

### **Description of priority area:**

Add more female GP sessions.

### **What actions were taken to address the priority?**

Add further female GP sessions from any new resources received by the practice but also by taking part in the GP registrar scheme.

### **Result of actions and impact on patients and carers (including how publicised):**

The practice has employed a female GP - Dr M Ray for 2 sessions a week. The practice also currently has a female registrar who has been allocated to us for 1 year. The impact of these additions has met the requests by patients to see a female GP. The option of choosing to be consulted by a female GP is always offered when a patient books an appointment by telephone or can be self selected when booking online.

## Priority area 6

### **Description of priority area:**

Name badges for staff

### **What actions were taken to address the priority?**

The patient panel decided that staff being easily identifiable would break down barriers and encourage communication. All clinical and admin staff were given name badges.

### **Result of actions and impact on patients and carers (including how publicised):**

All staff wear their name badges whilst on duty and patients often communicate with the receptionists on a first name basis.

## Priority area 7

### **Description of priority area:**

Increasing access to appointments by reducing wasted appointments.

### **What actions were taken to address the priority?**

The practice audited patients who did not attend their appointments (DNAs). It was decided to advertise the practice 'Did Not Attend' numbers each month to try and increase patient awareness of the amount of wasted appointments. The practice also deployed software which texts all patients 24 hours before their appointment as a reminder. The text also politely asks patients to cancel an appointment if they can no longer attend so another patient can benefit.

### **Result of actions and impact on patients and carers (including how publicised):**

A poster has been displayed in the waiting area each month detailing how many 'DNAs' occurred in the previous month to ensure that all patients who go through the waiting area are aware of the high number.

## Priority area 8

### **Description of priority area:**

Continue to add further services.

### **What actions were taken to address the priority?**

The managing partner continued to investigate further services that can be moved from hospital to the GP surgery making care closer to the patients' home.

### **Result of actions and impact on patients and carers (including how publicised):**

The practice was able to add further services to its large list including the addition of a Citizens Advice Bureau worker to help with social care issues and also a healthy minds worker to provide specialist mental health support to those who suffer from conditions such as stress, bereavements, anxiety, depression etc. The practice also increased its portfolio of services by taking part in the Cardio Vascular Disease Local Improvement Scheme, Dementia Diagnosis Enhanced Service and Over 75 Local Improvement Scheme. All of the services were directly marketed to those patients who were eligible to receive them.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

In the year 2013/14 the PPG looked at the following priority areas:

- Online appointment booking
- Online prescriptions
- Additional therapies at a reasonable price
- Contraceptive services
- Water dispenser for the waiting room
- Optician service
- Better communication with patients
- Carers group
- Parenting classes

The outcome of all of the actions carried out during the year can be found in the patient panel report from 2013/14 which can be found at the link below:

<http://westheathsurgery.co.uk/about-us/patient-panel/>



## **New Action Priorities for 2015-16**

The patient panel have decided on the following action points for the next year:

- Macmillan Value Based Standard project
- Patient communication when clinicians are running late
- Access to medical records
- Information re self-management of conditions
- Patient call system in waiting area
- Further management of patient 'DNAs'
- Move more secondary care services to practice – local hospital too far away & inconvenient for patients

#### **4. PPG Sign Off**

Report signed off by PPG: Yes

Date of sign off: 27.03.15

#### **How has the practice engaged with the PPG**

##### **How has the practice made efforts to engage with seldom heard groups in the practice population?**

The practice welcomes feedback from all patients and does not discriminate against those that comment on any grounds. The variety of methods in which the patients can comment on services ensures that all patients are able to engage in improving the services the practice offers to its patients. This year the practice had feedback from many seldom heard groups for example those suffering from mental health were finding it difficult to access services via the traditional methods and would like to access services when they were motivated to do so. This led to the introduction of a walk in health minds service at the practice which has been well received.

##### **Has the practice received patient and carer feedback from a variety of sources?**

The practice engages with all patients by ensuring there is a variety of methods including analysis of suggestions, online feedback, informal feedback made during patient visits, the 'friends and family' test and patient complaints. The practice also works with external bodies such as the local Clinical Commissioning Groups and Health watch to assess any comments made via these agencies.

##### **Was the PPG involved in the agreement of priority areas and the resulting action plan?**

The priority areas set are all initiated by the PPG. The group uses the finding of patient feedback and available patient surveys to identify which areas to focus on.

##### **How has the service offered to patients and carers improved as a result of the implementation of the action plan?**

In each of the years that the PPG has set actions/priorities, the practice has improved its services offered to patients and carers. Individual improvements can be found in each of the reports available on the patient panel page of the practice website.

**Do you have any other comments about the PPG or practice in relation to this area of work?**

The practice often receives excellent feedback for the services it offers to patients, however the practice feels that improvements, no matter how big or small can always be strived for due to the advances in medicine, changes in patient demands and population demographics, and every changing NHS resources. To this end the practice will continue to work with its patients and the PPG to drive for further improvement ensuring the practice can always offer the best service to patients.